



## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DFW

Re Application of: **Baggenstoss et al.**Serial No.: **10/733,137**Filing Date: **December 11, 2003**Title: **Managing the Selection of  
Performance Interventions in a  
Contact Center**Art Unit: **2614**Examiner: **Al Aubaidi, Rasha S**Confirmation No.: **8268**Docket No.: **07117.105017****TRANSMITTAL**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

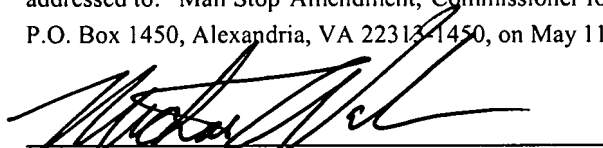
Transmitted herewith are papers in the above-identified application.

- ☒ Amendment and Response.
- ☒ Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
- ☒ One-month extension of time.
- ☒ The additional fee is calculated as shown below:

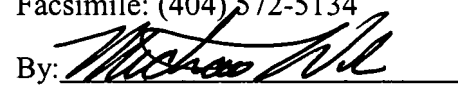
					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	48	MINUS	45=	3	x25	\$75	x50	\$
INDEP.	7	MINUS	6=	1	x100	\$100	x200	\$
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$
					TOTAL			
					ADDITIONAL FEE		\$	
					\$175			

- ☒ Form PTO-2038 is enclosed, authorizing the charge of \$235 (\$60 for extension of time; \$175 additional claims).
- ☒ The Commissioner is hereby authorized to charge the additional claims fee and any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.

  
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By:   
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